GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:1103
ANSWERED ON:21.07.2017
War Room/Call Centre for GST
Boianapalli Shri Vinod Kumar;Kaushik Shri Ramesh Chander

Will the Minister of FINANCE be pleased to state:

(a) Whether the Government has set up a war room/call centre to reply the queries of the taxpayers and tax officials and to deal with issues related to the implementation of Goods and Services Tax Network (GSTN); and
(b) If so, the details of role and outline of the said network?

Answer

MINISTER OF STATE FOR FINANCE
(SHRI SANTOSH KUMAR GANGWAR)
(a) Yes Sir. CBEC has constituted a GST Feedback and Action Room (FAR) w.e.f. 26-06-2017 for the purpose of reviewing the information, calls, media inputs etc received from Ministries, State Governments, field formations, social media, news channels, emails etc.
(b) A team of officers monitor various media viz., newspapers, news channels, social media like twitter, facebook etc., emails received from various government departments and field formations and report them on Real Time Basis to the Revenue secretary (through an Officer on Special Duty to the Revenue Secretary), Chairperson CBEC (through an Officer on Special Duty to Chairperson), Member (Administration), GSTN or any other senior officer for providing the inputs. The FAR has multi-line telephone numbers which are available in the control room and these numbers have been informed to the Central and States GST officers. The emails received from the Ministries, State Governments and field formations are forwarded to the respective sections for information and feedback.